

## Unit 203: Provide guest service

### Sample lesson plan 2

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Course number: \_\_\_\_\_ Course title: \_\_\_\_\_

Tutor's name: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_ Lesson length: 2.5 hours Room: \_\_\_\_\_

**Lesson topic:** Principles of effective communication

<b>Aims:</b> <ul style="list-style-type: none"><li>• By the end of the session the learner will know the principles of effective communication.</li></ul>	<b>Learning outcomes:</b> <p>To enable learners to:</p> <ul style="list-style-type: none"><li>• describe the principles of effective communication</li></ul>
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Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
5	Registration and welcome	Take register.		
5	Aims and objectives	Discuss the aims and objectives for the lesson.		Whiteboard
10	Recap previous session	Briefly recap on summary from previous class. Direct questions to the class recalling knowledge from previous lesson.	Listen. Q&A.	
15	Follow-up of pre-lesson preparation	Review SOP activity from previous session.	Individual learners to present their example of where they heard a telephone etiquette SOP used before to the rest of the group.	
10	Introduction task 1	Outline the focus of the lesson to include the principles of effective communication.	Learner discussion and Q&A.	Whiteboard
60	Main body of lesson: Describe the principles of effective communication	Deliver <b>PowerPoint presentation 2</b> Cultural awareness activity with reference to <b>Activity 4</b> .	Learner discussion and Q&A.	<b>PowerPoint presentation 2</b> <b>Activity 4</b> Flip chart paper Markers

Timing (mins)	Work to be covered	Teaching activity/assessment	Learner activity	Resources
30	Main body of lesson: Describe the principles of effective communication	Group activity. Watch tutor resourced video on a front office inquiry i.e. 'Front office: Inquiries by phone' on YouTube: <a href="https://www.youtube.com/watch?v=ijuRojiFIMs&amp;feature=youtu.be">https://www.youtube.com/watch?v=ijuRojiFIMs&amp;feature=youtu.be</a> Group discussion: Identify what was poor practice and what was good practice.	Watch video and participate in discussion.	Whiteboard Media Internet
15	Summary of session	<b>Activity 1:</b> 1-minute paper. Learners to summarise the key learning covered in the lesson.  Encourage peer-to-peer reflection and feedback on the exercise. Direct the discussion and identify any points not picked up by the learners.  Group question and answer session: Ask individual learners oral questions specific to the topic.	Learner discussion and Q&A.	<b>Activity 1</b>
5	Next session	Explain what next session will cover.	Q&A.	

**How learning is to be measured:**

- Oral questions and answers
- **Activity 1**

**Opportunities for embedding core skills:**

- Basic speaking and listening
- Basic writing skills to include spelling.

**Homework/research work:****Lesson evaluation**  
(delete as appropriate)

- Was the lesson better than expected
- As expected
- Worse than expected

**Lesson evaluation/comments****Suggestions/modifications for next lessons**